

May 11, 2017

Daniel Nelson, Director
Santa Barbara Social Services Department
234 Camino del Rosario
Santa Barbara, CA 93110

Dear Mr. Nelson:

This letter is to advise you that the Corrective Action Plan you submitted on February 1, 2017 in response to the results of our March 28 through April 1, 2016 Civil Rights Compliance Review is approved

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Jaime Urquizo (consultant) at (916) 654-2101. You may also contact your consultant by e-mail at james.urquizo@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Chief
Civil Rights Unit
Welfare to Work Division

c: Terrie Concellos, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

2015/16 CDSS CIVIL RIGHTS COMPLIANCE REVIEW
SANTA BARBARA COUNTY RESPONSE

NOTE: Sections III, V, VI, VII, VIII, IX, and X were found to be in substantial compliance and require no corrective action.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

A. Findings and Corrective Actions

1. Facility Location: Monday - 234 Camino Del Remedio, Santa Barbara

Facility Element	Findings	Corrective Action	County Comments
Parking	Unauthorized parking sign needed at entry to parking lot from cul-de-sac entry.	An additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space.	Additional signage has been ordered and is expected to be installed by March 31, 2017.
	Sign is unreadable.	The sign shall be 17" by 22" min. in size with lettering 1" min high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or	New signage meeting all requirements has been ordered and is expected to be installed by March 31, 2017. Blank spaces

		<p>license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at ____ or by telephoning "</p> <p>Blank spaces are to be filled in with appropriate information as a permanent part of the sign. (CA T24 1129B.4) p 134</p>	<p>will be completed as required.</p>
Parking	<p>All Disabled parking and access aisle lines are not readily visible.</p>	<p>The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36" wide x 36" high. (CA T24 11B-502.6.4.1) pg. 169</p> <p>The parking space shall be marked with an International Symbol of Accessibility ...in white or a suitable contrasting color (CA T24 118-502.6.4.2) pg. 169</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length. (CA T24 118-502.6.4.2) pg. 169</p>	<p>New signage meeting all requirements has been ordered and is expected to be installed to meet code by March 31, 2017.</p>

Parking	One Disable parking sign had incorrect language	<p>Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background. (CA T24 11298.4) (ADA 4.6.4) p 134</p> <p>When in a path of travel, sign shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 11298. 4) (ADA 4.6.4) p 134</p> <p>An additional sign or additional language below the symbol sign of accessibility shall state "Minimum Fine \$250" (CA T24 11298.4) p 134</p>	New signage meeting all requirements has been ordered and is expected to be installed by March 31, 2017.
Parking	The Disabled Parking Area parking access aisle had a ramp that intruded into the asphalt	<p>Access aisles shall not overlap the vehicular way. (CA T24 118-502.3.4) (ADA 502.3.4) pg. 176</p> <p>Curb ramps and the flared sides of curb ramps shall be located so that they do not</p>	The international symbol and striping will be re-established to make vehicle lane clear and compliant by March 31, 2017.

	<p>parking area. The edges of the sidewalk also protruded into the access aisle.</p>	<p>project into vehicular traffic lanes, parking spaces or parking access aisles.</p> <p>Fig. 5 (CA T24 11B-406.5.1) (ADA 406.5) pg. 196</p>	
<p>Posters:</p> <p>And Justice for All</p> <p>(# 475B)</p> <p>Everyone is Different, but Equal under the Law (PUB86)</p>	<p>The CRCs name was not visible. Lettering was too small.</p>	<p>Current: 12/99</p> <p>03/07, with current CRC information</p> <p>(Div 21-107.211)</p>	<p>Posters have been updated with larger type lettering used for contact information. Meets code as of January 19, 2017.</p>
<p>Women's Bathroom</p>	<p>Two of three water basin pipes underneath were not wrapped with correct insulated protective layer(1st floor bathroom)</p>	<p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact.</p> <p>(CA T24 11B-606.5) (ADA 606.5) pg. 330</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks.</p> <p>(CA T24 11B-606.5) (ADA 606.5) pg.330</p>	<p>A work order for correction has been submitted to County General Services and correction is targeted for completion by March 31, 2017.</p>

Women's Bathroom	Three of three water basin pipes underneath were not wrapped with correct insulated protective layer. (2 nd floor Bathroom)	<p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact.</p> <p>(CA T24 11B-606.5) (ADA 606.5) pg.330</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks.</p> <p>(CA T24 11B-606.5) (ADA 606.5) pg. 330</p>	All five water basin drains are covered according to code as of January 19, 2017.
Client Interview Rooms and Booths	Disabled identified client interview room did not have the required turnaround of 5' clearance for person in a wheelchair. Clearance was at 32"	<p>Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space.</p> <p>(CA T24 11188.3, ADA 4.2.3) p 236</p>	The modular furniture in the interview room was reconfigured to meet code as of January 19, 2017.

2. Facility Location: Tuesday - 2125 S. Centerpointe Parkway, Santa Maria, CA

Facility Element	Findings	Corrective Action	County Comments
Main or Alternate Entrance: Accessible signage	A sign with the international symbol of accessibility was not visible.	A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along	New signage meeting all requirements has been ordered and is expected to be

		or to accessible features. (CA T24 11278.3, ADA4.1.3(168), CA T24 11178.5.1) pp 186, 394	installed by March 31, 2017.
Elevator	International Symbol of Accessibility was missing	Entrances that are accessible to and usable by persons with disabilities are identified with at least 1 International Symbol of Accessibility. Additional directional signs using the symbol are visible along approaching pedestrian ways. (CA T24 1117.8.5.8.1.2) p 251	New signage meeting all requirements has been ordered and is expected to be installed by March 31, 2017.
Posters: Everyone is Different, but Equal under the Law (PUB 86)	Contact Information for the CRC was not clearly visible. The lettering was too small.	Current: 03/07, with current CRC information (Div 21-107 .211)	Posters have been updated with larger type lettering used for contact information. Meets code as of January 19, 2017.

3. Facility Location : Wednesday – 1444 S. Broadway, Santa Maria

Parking	All Disabled parking and access aisle lines are not readily visible.	The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36" wide x 36" high. (CA T24 118-502.6.4.1) pg. 169	The Landlord of the site has agreed to appropriately mark the parking space with an international accessibility sign as part of the travel path. Targeted date
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		<p>The parking space shall be marked with an International Symbol of Accessibility ...in white or a suitable contrasting color (CA T24 11B-502.6.4.2) pg. 169</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length. (CA T24 11B-502.6.4.2) pg. 169</p>	<p>of completion is March 31, 2017.</p>
Parking	<p>All Disabled parking spots need to be connected with accessible aisles to the front sidewalk of the building. There were no accessible aisles leading to the front of the building.</p>	<p>Access aisles (load and unload) must connect to the accessible path of travel, including curb cuts or ramps as needed. (CA T24 11298.3.3, ADA 4.6.3) p 135</p> <p>Walkways minimum 48". (CA T24 11338.7.1) p 160</p> <p>Located on shortest accessible route. CA T24 11298.1.4, ADA 4.6.2(1)) p 134</p> <p>Walks and sidewalks subject to these regulations shall have a continuous surface, not interrupted by steps or by abrupt changes in level exceeding 1/2 inch and shall be a minimum of 48" in width.</p>	<p>The Landlord has agreed to re-establish the travel path from the existing disabled parking spots to the building in order to meet requirements. Estimated date of completion is March 31, 2017.</p>

		Surfaces shall be slip resistant. (CA T24 11338.7.1, ADA 4.3.8) p 163	
Men's Bathroom	One water basin pipe underneath water basin was not wrapped with correct insulated protective layer.	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA606.5) pg. 330	The water basin pipe was re-wrapped with the correct insulated protective layer by Landlord as of January 19, 2017.

4. Facility Location: Thursday -- 1100 West Laurel Avenue, Lompoc, CA

Facility Element	Findings	Corrective Action	County Comments
Parking	The Disabled Parking Area had one parking access aisle that had a ramp intruding into the asphalt parking area.	Access aisles shall not overlap the vehicular way. (CA T24 118-502.3.4) (ADA 502.3.4) pg.176 Curb ramps and the flared sides of curb ramps shall be located so that they do not project into vehicular traffic lanes, parking spaces or parking access aisles. Fig. 5 (CA T24 118-406.5.1) (ADA 406.5) pg. 196	Correction to code will require substantial re-configuration of existing sidewalk, ramp to building, and disabled parking spots. Will require additional engineering and proper bidding. Estimated date of completion (including bidding process and

			repairs) is August 31, 2017.
Parking: Accessible Space Minimum: 9' wide, 18' long, 5' access?	Two accessible parking spots were short in length at 17'	<p>Length of parking space shall be at least 18' long, 9' wide . (CA T24 11298.3.1, ADA 4.6.3) p 135</p> <p>Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5" wide for aisles, serving car accessible spaces, and a min. 18' by 8' wide for aisles serving van accessible spaces. (CA T24 11298.3.1) (ADA 4.6.3)</p>	<p>Correction to code will require substantial re-configuration of existing sidewalk, ramp to building, and disabled parking spots. Will require additional engineering and proper bidding.</p> <p>Estimated date of completion (including bidding process and repairs) is August 31, 2017.</p>
Parking: Is there unauthorized parking signage at entrance to off-street accessible parking?	Unauthorized parking signage at entrance to off-street is 12" from the ground and is not visible	Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____."	New signage meeting all requirements has been ordered and is expected to be installed by March 31, 2017.

		<p>(CA T24 11298.5) p133</p> <p>The sign shall be 70 sp. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade.</p> <p>(CA T24 11298.) (ADA4 .6.4) p133</p>	
<p>Parking: Accessible space minimum: 9' wide, 18' long, 5' access?</p>	<p>Accessible parking spot lines are not painted on the parking area</p>	<p>Length of parking space shall be at least 18' long, 9' wide . (CA T24 11298.3.1, ADA4.6.3) p 135</p> <p>Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5" wide for aisles, serving car accessible spaces, and a min. 18' by 8' wide for aisles serving van accessible spaces.</p> <p>(CA T2411298.3.1) (ADA 4.6.3)</p>	<p>This work will be completed in conjunction with the ramp and parking length reconfiguration cited above.</p>